

WEST

Freeform Search

Database:

US Patents Full-Text Database
US Pre-Grant Publication Full-Text Database
JPO Abstracts Database
EPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins

Term:

Display: Documents in Display Format: Starting with Number Generate: ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

Search

Clear

Help

Logout

Interrupt

Main Menu

Show S Numbers

Edit S Numbers

Preferences

Cases

Search History

DATE: Sunday, November 23, 2003 [Printable Copy](#) [Create Case](#)

Set Name Query

side by side

Hit Count Set Name

result set

*DB=USPT,PGPB; PLUR=YES; OP=ADJ*L11 L9 same (retriev\$3 or extract\$3 or re\$creat\$3 or re\$ calculat\$4) 38 L11L10 L9 same duplicate 1 L10L9 archiv\$3 near5 (e\$mail or electronic mail) 213 L9L8 (autmatic call distribution or acd)same archiv\$3 same (e\$mail or electronic mail) 0 L8L7 (autmatic call distribution or acd)same archiv\$3 near5 (e\$mail or electronic mail) 0 L7*DB=USPT; PLUR=YES; OP=ADJ*L6 6134582.pn. or 6216121.pn. 2 L6*DB=USPT,PGPB; PLUR=YES; OP=ADJ*L5 (autmatic call distribution or acd)same (retriev\$3 or extract\$ or re\$creat\$3 or re\$formulat\$4) with (e\$mail or electronic mail) 5 L5L4 (autmatic call distribution or acd)same (retriev\$3 or extract\$ or re\$creat\$3 or re\$formulat\$4) near5 (e\$mail or electronic mail) 2 L4L3 (5450482| 5884032| 5920621| 5999965| 6061347| 6122364)! [pn] 6 L3*DB=USPT; PLUR=YES; OP=ADJ*L2 6449260[uref] 1 L2L1 6449260.pn. 1 L1

END OF SEARCH HISTORY

WEST☐

L11: Entry 3 of 38

File: PGPB

Oct 2, 2003

DOCUMENT-IDENTIFIER: US 20030185379 A1

TITLE: Managing communications in a call centre

Detail Description Paragraph (16):

[0127] If the agent determines, upon opening the email in step 76, that there is unlikely to be an existing thread, the agent may opt to select a new thread ID, step 82. The thread database is then updated in step 84 by generating a new entry in which the agent may fill in details of the customer or these details may be automatically added from an existing customer file (since a new thread does not necessarily relate to a new customer or customer). The thread title can be extracted from the subject line of the email or the agent may insert a thread title. The new database entry also includes a pointer to the copy of this email as stored in the email archive 60.

WEST☐

L11: Entry 8 of 38

File: PGPB

Aug 14, 2003

PGPUB-DOCUMENT-NUMBER: 20030154254
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030154254 A1

TITLE: Assisted messaging for corporate email systems

PUBLICATION-DATE: August 14, 2003

INVENTOR-INFORMATION:

| NAME | CITY | STATE | COUNTRY | RULE-47 |
|-----------------|-------------|-------|---------|---------|
| Awasthi, Nikhil | Perth Amboy | NJ | US | |

US-CL-CURRENT: 709/206; 709/207, 709/247

ABSTRACT:

The present invention is directed to a system for processing a message received from a computational network. The network message includes a header and a body and/or an attachment. The system includes a group assistant 38 to parse the header and the body and/or attachment to locate predetermined types of information, including at least one intended network message recipient, and a message notification agent 42 to assemble the predetermined types of information in a notification message and forward the notification message to the intended network message recipient. The notification message has a smaller byte size than the corresponding network message.

WEST

Generate Collection

Print

L11: Entry 16 of 38

File: PGPB

Aug 29, 2002

DOCUMENT-IDENTIFIER: US 20020120639 A1

TITLE: System and method for manipulating and managing computer archive files

Summary of Invention Paragraph (11):

[0009] The present invention provides a software utility program that is seamlessly integrated into Microsoft Windows Explorer. The program allows users to manage and manipulate their zip archive files without leaving the Explorer environment. Users may open, archive, compress, extract, create, modify and add to their zip archive files using Windows Explorer's context and pull-down menus, toolbars, copy and paste operators, and drag and drop operators. A mail compressor attachment module integrates into Microsoft Outlook to automatically archive files sent via email. An Internet plug-in module works with Internet Explorer 4.0+ or Netscape Communicator 4.0+ to facilitate the handling of downloaded zip files from the Internet. The Internet module allows a user to view and manipulate zip archive files downloaded from the Internet.

WEST

Generate Collection

Print

L11: Entry 17 of 38

File: PGPB

Aug 1, 2002

DOCUMENT-IDENTIFIER: US 20020103873 A1

TITLE: Automating communication and information exchange

Detail Description Paragraph (13):

[0065] The computerized device used by each worker accesses the data store 210 to retrieve archived messages, for example, using Java Servlets and Java Server Pages along with database access through SQL. The retrieved information or archived messages can be displayed in a standard web browser using HTML. FIG. 24 shows one embodiment of an email browser used to access and display the archived messages, as will be described in greater detail below.

Detail Description Paragraph (19):

[0071] Although workers can browse the archived messages (e.g., emails) by their own initiative, people are sometimes busy with their jobs and may forget to spend time understanding what others are doing. Referring to FIGS. 4 and 16, another embodiment of the information exchange system is described. FIG. 16 shows a method similar to FIG. 11 but when an email is sent or drafted using this system, a system for retrieving related messages 220 (e.g., implemented using a computer) automatically looks for emails that others have exchanged that might be of interest, step 572. It does this by searching the data store, comparing the contents of the sender's email to the messages in the archive, and retrieving messages having similar contents. The related messages are then displayed to the sender, step 574. The user may then study those emails to understand how the actions of others may affect the plans.